

Sue Ling

2750 Tower Ave., #58 | Sometown, CO 50805  
Home: 555-555-5555 | Cell: 555-555-5500  
Email: someone@somedomain.com

Available for All Shifts

[Date]

Ms. Rhonda West  
Customer Service Manager  
Acme Inc.  
123 Corporate Blvd.  
Sometown, CO 50802

Re: Customer Service Representative Opening (Ref. ID: CS300-Denver)

Dear Ms. West:

I was excited to see your opening for a customer service rep, and I hope to be invited for an interview.

My background includes serving as a customer service associate within both call-center and retail environments. Most recently, I worked on the customer service desk for Discount-Mart, where my responsibilities included handling customer merchandise returns, issuing refunds/store credits, flagging damaged merchandise for shipment back to vendors and providing back-up cashiering during busy periods.

Previously, I worked within two high-volume customer-support call centers for a major telecommunications carrier and a satellite television services provider. In these positions, I demonstrated the ability to resolve a variety of issues and complaints (such as billing disputes, service interruptions or cutoffs, repair technician delays/no-shows and equipment malfunctions). I consistently met my call-volume goals, handling an average of 56 to 60 calls per day.

In addition to this experience, I gained considerable customer service skills during my part-time employment as a waitress and restaurant hostess while in high school.

I also bring to the table strong computer proficiencies in MS Word, MS Excel and CRM database applications and a year of college (business major). Please see the accompanying resume for details of my experience and education.

I am confident that I can offer you the customer service, communication and problem-solving skills you are seeking. Feel free to call me at 555-555-5555 (home) or 555-555-5500 (cell) to arrange an interview. Thank you for your time -- I look forward to learning more about this opportunity!

Sincerely,

Sue Ling

Enclosure: Resume

William Hetrick 10/5/2014 11:35 AM

Comment [1]: Personal Contact Information

William Hetrick 10/5/2014 11:35 AM

Comment [2]: To whom is this letter of interest addressed?

William Hetrick 10/5/2014 11:31 AM

Comment [3]: Opening Statement of Job Recognition

William Hetrick 10/5/2014 11:32 AM

Comment [4]: Paragraph of Related Experience

William Hetrick 10/5/2014 11:33 AM

Comment [5]: General Relevant Skills

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Comment [6]: Specific Relevant Skills

William Hetrick 10/5/2014 11:34 AM

Comment [7]: Thank you/The "Ask"

William Hetrick 10/5/2014 11:34 AM

Comment [8]: Appropriate Salutation

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Comment [9]: If Resume is Enclosed